


Search Notes 	Application/Control No. 10755520	Applicant(s)/Patent Under Reexamination BRUENING ET AL.
	Examiner THJUAN K ADDY	Art Unit 2614

SEARCHED

Class	Subclass	Date	Examiner
379	265.05	9/30/10	TKA
379	265.01	9/30/10	TKA
379	265.11	9/30/10	TKA
379	265.12	9/30/10	TKA
379	265.02	9/30/10	TKA
379	265.09	9/30/10	TKA
379	265.04	9/30/10	TKA

SEARCH NOTES

Search Notes	Date	Examiner
EAST: search terms: facilitate; create; establish; call; communication; profile; preference; agent; operator; interpreter; idle; available; queue; shortest; longest	9/30/10	TKA
EAST: larry near2 bruening.in.	9/30/10	TKA
US-PGPUB: (forward\$5 or rout\$5) near4 (call or request\$6) near7 (user or calling or caller or customer or subscriber) near6 (recipient or called or destination) near8 (agent or operator or representative) and (forward\$5 or rout\$5) near6 (call or request) near6 (agent or operator or representative) same (agent or operator or representative) near6 (select\$5 or choos\$5) near5 (prior or before) near5 (call or request) near6 server same delay\$7.clm.	9/30/10	TKA
US-PGPUB: 379/265.05 and (rout\$5 or forward\$5 or transfer\$6 or send\$5) near4 (call or communication or caller or calling) near7 ((agent near4 (idle or availab\$5)) or (agent near4 short\$5 near3 queue)) and statistic\$6 near5 agent.clm.	9/30/10	TKA
US-PGPUB: (choose or chosen or chosing or chose or select\$5 or identif\$6) near4 (agent or operator or representative) with prior near5 (send\$5 or forward\$5 or rout\$5) near4 (calling or caller or request or call or communication) near4 server and (preference or profile) near4 (customer or calling or caller or user) and profile near4 (agent or operator or representative).clm.	9/30/10	TKA
US-PGPUB: (rout\$5 or forward\$5 or transfer\$6 or send\$5) near4 (call or communication or caller or calling) near7 ((agent near4 (idle or availab\$5)) or (agent near4 short\$5 near3 queue)) and statistic\$6 near3 (data or information) near5 agent.clm.	9/30/10	TKA
See attached EAST Search History: US-PGPUB	9/30/10	TKA
See attached EAST Search History	9/30/10	TKA

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INTERFERENCE SEARCH

Class	Subclass	Date	Examiner
379	265.05	9/30/10	TKA
379	265.01	9/30/10	TKA
379	265.11	9/30/10	TKA
379	265.12	9/30/10	TKA

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